

**IVR INFORMATION**

RE 403 (Rev. 7/05)

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**INTERACTIVE VOICE RESPONSE SYSTEM**

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**Examination & Original Licensing**

The Department of Real Estate offers various examination services by telephone through our Interactive Voice Response (IVR) system. IVR services are available 24 hours a day, 7 days a week. You can call DRE when it is most convenient and cost effective for you!

You may access our IVR system by calling: (916) 227-0900. Please follow the prompts.

**IVR Services Include:**

- Confirmation of your examination date, time, and location.\*
- Confirmation of your examination results (pass or fail and the date the notice was mailed).\*
- Verification that your original salesperson or broker license number has been issued.\*
- Verification that your 18-month conditional transcripts have been processed and date license mailed.

\* **Web site — [www.dre.ca.gov/proc\\_time.htm](http://www.dre.ca.gov/proc_time.htm)**  
Processing timeframes are listed on our Web site. We encourage you to check these timeframes to more accurately estimate when the processing of your application should be completed.

**Helpful Hints for Using the IVR System**

To access information using the IVR system, a touch-tone telephone is required.

To access your examination or license record, you will be required to enter your social security number (SSN) and date of birth (DOB) when prompted.

If you did not provide your social security number and date of birth information on your examination application, you will be unable to access any automated responses to obtain scheduling information, examination results, original license processing information, or conditional transcript processing information.

We suggest you use appropriate caution if you choose to give your social security number and date of birth to another person for the purpose of accessing the IVR system.

**To Access Examination & Original Licensing Information****Main Menu**

Call (916) 227-0900

**Press 2**

Exam Menu

**Press 1**Exam date, exam score, request duplicate exam results. *SSN and DOB information will be requested.***Press 2**Reschedule your exam by credit card. *SSN and DOB information will be requested.***Press 3**

General examination information; request information packet; or filing exam application by fax.

**Press 4**Status of your original license application or speak with a original licensing technician. *SSN and DOB information will be requested.***Press 5**Status of your 18-month conditional transcript processing. *SSN and DOB information will be requested.***Press 0**Speak with an examination technician. *SSN and DOB information may be requested.***Press #**

Return to the Main Menu.

If you wish to speak to a technician or need to schedule or reschedule an examination with a credit card and reach a busy signal, this means that all available phone staff are assisting other callers. Please try your call again.